



CULTURAL COMPETENCY AND DIVERSITY PLAN 2022 - 2025

BACKGROUND

The Sisters of St. Ann built Mount St. Mary Hospital (MSMH) in 1941 to provide care and service to 112 individuals who required convalescent care. In 1965 MSMH became one of the first Extended Care hospitals under the Hospital Act of BC. In March 2003 the new 200 bed facility opened (built on the former St. Joseph's Hospital, School of Nursing site). The Marie Esther Society (MES) owns and operates MSMH. The MES Members appoint the MES Board of Directors (Directors). The Sisters of St. Ann Apostolates, the Canonical Sponsor of MSMH, appoints the MES Members. The Board is responsible for the management, administration and operation of MSMH.

MSMH is committed to the Mission of the Sisters of St. Ann.

Founded by the Sisters of St. Ann, we are a Catholic health organization dedicated to continuing the healing ministry of Jesus by providing compassionate, loving care to adults of all faiths who require long-term support. We are committed to meeting the physical, spiritual, intellectual, social and emotional needs of all those we serve, in partnership with their families, friends and other health care providers.

~ MSMH Mission Statement Reviewed 2021

MSMH values equity, diversity and inclusion. We embrace the uniqueness of all individuals and believe that every person has the right to equal treatment. Together, we are strengthened by our diverse backgrounds, perspectives and experiences. To build an equitable, diverse and inclusive organization requires us to be collaborative.

We strive to foster a diverse and inclusive environment by continuous and active engagement of all our staff and volunteers. We create, support and maintain a living and working environment free from discriminatory and intimidating behavior. We continuously address issues that include, but are not limited to, those represented by race, sex, age, physical abilities, sexual orientation, gender, identity, neurodiversity and socioeconomic status. In the spirit of reconciliation, we also strive to develop and enhance relationships with Indigenous Peoples.

~ MSMH Equity, Diversity and Inclusion Statement 2022

CULTURAL COMPETENCY

An organization’s ability to recognize, respect, and address the unique needs, worth, thoughts, communications, actions, customs, beliefs, and values that reflect an individual’s racial, ethnic, religious, and/or social groups or sexual orientation.

~ CARF Canada 2021 Aging Services Standards Manual

DIVERSITY

Differences due to cognitive or physical ability, cultural, ethnicity, language, religion, economic status, gender, age, or sexual orientation.

~ CARF Canada 2021 Aging Services Standards Manual

OBJECTIVES	TARGET AUDIENCE	KEY MESSAGES	STRATEGIES	OUTCOMES	INDICATORS
Promote an awareness of, respect for, and attention to the diversity of the people with whom MSMH interacts including persons served.	Residents Families Staff Volunteers Stakeholders	Persons served care is our priority, MSMH provides programs, and services that reflect diversity awareness to ensure the environment is free of systemic racism and supportive of the richness of the diversity of individuals. The culture and diversity of persons served is included in the interdisciplinary assessment as appropriate and as self-identified.	Cultural competency and diversity are embraced as a core principle of MSMH, reflected in planning our strategic objectives. Participation in Indigenous Cultural Sensitivity Training 2021 -> on going. Statement on Residential Schools in Canada 2021.	MSMH assesses and has awareness and knowledge of our residents, families, staff, volunteers and stakeholders. MSMH policies reflect a zero tolerance for discriminatory behaviours. Plan reviewed annually -> 2023	Persons served care reflected in the CARF survey report. Resident, Family and Staff Survey ¹ results Cultural Sensitivity Training completed by Leadership and offered to Clinical Leadership, 2021. Strategic Plan 2022-2025

¹ BC Office of the Seniors Advocate Provincial Persons Served Survey commencing fall 2022. Staff survey planned for winter 2022.

OBJECTIVES	TARGET AUDIENCE	KEY MESSAGES	STRATEGIES	OUTCOMES	INDICATORS
Culture and Ethnicity	Residents Families Staff Volunteers Stakeholders	MSMH reflects the richness of diversity in our person centred care philosophy. Cultural and ethnic preferences and wishes are reflected in activities of daily living including: menu and food choices; celebrations; and activity programming.	Communication in newsletters and the Resident Handbook. Communication with staff and volunteers across the organization.	Celebrations of cultures across the organization and incorporation of cultural diversity into daily living.	Resident, Family and Staff Survey results indicate understanding, as well as, adherence to the policies. HR project inviting staff to share their place of origin.
Spiritual Beliefs and Religion	Residents Families Staff Volunteers Stakeholders	MSMH is a Catholic health care organization and we are dedicated to providing compassionate, loving care to adults of all faiths. We are committed to meeting the physical, spiritual, intellectual, social, and emotional needs of all those we serve in partnership with their families and friends. Connections with a resident's faith group and/or clergy is supported.	MSMH Mission Statement. Provision of Spiritual Care and Spiritual Care assessment conducted and care plan implemented. Clergy from many denominations provide services on-site.	Spiritual and religious beliefs of persons served are observed and supported.	Survey results indicate satisfaction.
Age	Residents Families Staff Volunteers Stakeholders	MSMH provides programs and services to individuals ranging from 40 to 106 years old, which are designed and delivered to include the input from persons served. Staff and volunteers range in age from 13 to 72 years. While the collective agreements are followed in meeting employment standards, accommodations are made where possible to support lifestyle including educational pursuits and family.	All individuals meeting the criteria, as assessed by Island Health, to move into MSMH are welcomed. Recruitment and retention strategies are barrier free.	Residents thrive in their home of MSMH. A healthy work-life balance is reflected	Persons served surveys indicate high satisfaction with life at MSMH. Staff recruitment and retention is successful.

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Gender Identity and Sexual Orientation ²	Residents Families Staff Volunteers Stakeholders	Are self-identified as appropriate and respected across the target audience. Language is important and individuals are referred to as they wish to be.	Residents are supported to meet their wishes regarding gender identity and sexual orientation. Barrier free physical environment including programs, staff rooms and staff and public washrooms. Staff and volunteers are welcome to use their pronouns in signatures and on ID badges. Recognition of Pride Month, Pink Shirt Day, Orange Shirt Day.	Persons served and personnel thrive in a living and working environment.	Diversity is embraced as indicated in survey results.
Physical Ability, Hearing and Vision	Residents Families Staff Volunteers Stakeholders	MSMH is a barrier free home and workplace. Collective Agreements and labour standards are followed to ensure resident and staff safety.	The building is barrier free and contains equipment and design to facilitate independence.	Life is enjoyed to the fullest extent possible as requested by persons served while supporting risk taking and resident and staff safety.	Positive survey results.

² Gender identity is your own, internal, personal sense of being a man or a woman (or as someone outside of that gender binary). Sexual orientation describes a person's enduring physical, romantic, and/or emotional attraction to another person (for example: straight, gay, lesbian, bisexual). ~ <https://www.glaad.org/how-sexual-orientation-different-gender-identity>

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Socioeconomic Status.	Residents Families Staff Volunteers Stakeholders	Socioeconomic status is not a barrier to living, working or volunteering at MSMH.	Appropriate supports are made available to persons served through Social Worker interventions i.e. dental care, mobility aides, and recreational activities. Staff have access to education funds. On-site parking fees are minimal. Café prices are low. Coffee and tea provided at no charge. Bus pass program in place.	Living in and working at MSMH ensures equal opportunity and socioeconomic status is not a barrier to access,	Satisfaction reflected in surveys.
Language and Communication	Residents Families Staff Volunteers Stakeholders	Language is not a barrier to living, working or volunteering at MSMH. Collective Agreements and labour standards are followed to ensure resident and staff safety regarding communication. Volunteers able to communicate in languages other than English are recruited.	Printed materials are translated as possible. Interpreters are utilized as appropriate. Assisted technologies (iPads) are utilized. Volunteers are connected with residents who speak the same language.	Language is not a barrier to engaging in and benefitting from services and programs provided.	Access to services, programs and employment is promoted.